

# Illinois Prior Authorization Statistics for UnitedHealthcare Commercial Plans

2024 calendar year data per 215 ILCS 200/20 of the IL Prior Authorization Reform Act\*

<b>Medical</b>	<b>Total</b>	<b>Percent</b>	<b>Total</b>
<b>Prior Authorization Requests Received</b>	136,111		<b>Medical Appeal Requests Received</b>
Fully Approved	118,748	<b>87.24%</b>	Overtaken
Adverse Determinations	13,245	9.73%	Upheld
Partial Approvals	4,118	3.03%	Partial Approval
Average time between submission and response	1.11 calendar days		

<b>Behavioral</b>	<b>Total</b>	<b>Percent</b>	<b>Total</b>
<b>Prior Authorization Requests Received</b>	5,141		<b>Behavioral Appeal Requests Received</b>
Fully Approved	5,026	<b>97.76%</b>	Overtaken
Adverse Determinations	84	1.63%	Upheld
Partial Approvals	31	0.60%	Partial Approval
Average time between submission and response	0.85 calendar days		

<b>Rx</b>	<b>Total</b>	<b>Percent</b>	<b>Total</b>
<b>Prior Authorization Requests Received</b>	42,204		<b>Rx Appeal Requests Received</b>
Fully Approved	24,838	<b>58.85%</b>	Overtaken
Adverse Determinations	17,211	40.78%	Upheld
Partial Approvals	155	0.37%	Partial Approval
Average time between submission and response	0.80 calendar days		

## Top 5 reasons for adverse determinations

<b>Medical</b>	<b>Behavioral</b>	<b>Rx</b>
Lack of Medical Necessity	Medical Necessity Criteria Not Met	PA Denial
Treatment is not consistent with published clinical evidence.	Excluded Service	Non-Form
No out-of-network benefits	Insufficient clinical rationale for SCA exception	Qty Limit
Non covered services/benefit exclusions	Behavioral clinical policies	Lack of Info
Clinical and Site Declined	Supplemental clinical criteria	Appeal Uphold

\*Based on IL sitused policies

